

Management System Model Applications to Multiple Issues

You can apply the basic management system model of Plan-Do-Check-Act to more than just the well-known issues of environmental (*e.g.*, ISO 14001) and quality (*e.g.*, ISO 9000). In its most basic form, a management system model can help an organization integrate any issue into its day-to-day operations to meet its mission.

Basic Model

The management system approach to accomplishes this organizational integration by guiding the user through these four processes:

Plan: Planning by setting organizational policy and commitments for the issue; identifying the characteristics of activities, products, and services that relate to the issue; identifying applicable legal and other requirements; and developing objectives and targets to control and improve performance related to the issue.

Do: Integrating management of the issue into normal operations through training, procedures, documentation, and operational controls.

Check: Checking and corrective action by monitoring and measuring for key parameters and performance metrics, adjusting to address concerns, and auditing and record keeping.

Act: Acting on the results to ensure policy commitments are met and continual improvement occurs.

Applicability

Organizations are applying the management system model to not just environmental (including compliance) and quality issues, but also to occupational health and safety, energy, security, risk, and financial concerns. The management system stays the same and can apply to any issue an organization wants to tackle.

Because the same model can be applied to any of these issues, an organization can integrate more than one or all of them into a single management system structure. This reduces redundancy and possible contradicting management approaches, and it can help your organization address interacting issues. For example, eliminating the use of a dangerous chemical may resolve an environmental concern, eliminate a compliance requirement, and address a security concern related to onsite storage of that material.

To Learn More

For more information on how to integrate various issues into a management system, please visit the Office of the Federal Environmental Executive's website, www.ofee.gov, or contact Mr. Ed Pinero, at Ed.Pinero@ofee.gov or (202) 564-1297.